

IOWA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5*	UNE-P, POTS, %		90.63%	96.83%	89.49%	97.08%	89.97%	97.54%			d
OP-5*	UNE-P, Centrex, %		77.78%	91.25%	81.25%	93.60%	73.68%	93.91%			d
OP-5*	UNE-P, Centrex 21, %		73.61%	85.71%	76.19%	100%	80.80%	100%			a b c d
OP-6A	Delayed Days for Non-Facility Reasons										
OP-6A	Basic Rate ISDN, Avg Days	D							1.00		a b c d
OP-6A	Basic Rate ISDN, Avg Days		10.67		36.25		17.25		33.33		a b c d
OP-6A	Business, Avg Days	D	3.38		2.71		5.68	3.00	4.75		a b c d
OP-6A	Business, Avg Days	ND	15.60		30.88		7.71		22.50		a b c d
OP-6A	Centrex 21, Avg Days	D	5.75		6.33		5.00		1.43		a b c d
OP-6A	Centrex 21, Avg Days	ND	5.00		1.00			2.00			a b c d
OP-6A	Centrex, Avg Days	D	6.00		10.00		2.00		48.67		a b c d
OP-6A	Centrex, Avg Days	ND							37.50		a b c d
OP-6A	DS0, Avg Days	D	17.00					1.00	1.00		a b c d
OP-6A	DS0, Avg Days	ND	2.00				22.67			4.00	a b c d
OP-6A	DS0, Avg Days		19.00		24.75				38.83		a b c d
OP-6A	DS1, Avg Days		11.84	14.00	14.41		13.94		13.72		a b c d
OP-6A	DS3, Avg Days		16.50		3.40		54.60		20.60		a b c d
OP-6A	Frame Relay, Avg Days		13.71		14.40		19.82		32.94		a b c d
OP-6A	ISDN Primary, Avg Days		6.06		18.21		10.00		25.00		a b c d
OP-6A	Line Sharing, Avg Days	D	3.88		2.51		3.44		4.01		a b c d
OP-6A	Line Sharing, Avg Days	ND	5.26	8.00	7.98		4.12		6.18		a b c d
OP-6A	LIS Trunk, Avg Days		7.92		24.00	22.00	21.00		26.00		a b c d
OP-6A	PBX, Avg Days	D					1.00		2.00		a b c d
OP-6A	PBX, Avg Days	ND					1.00		5.00		a b c d
OP-6A	PBX, Avg Days		6.86		13.38		15.22	10.00	10.50		a b c d
OP-6A	Qwest DSL, Avg Days	D	3.00		6.71		7.77		3.71		a b c d
OP-6A	Qwest DSL, Avg Days	ND	3.33		7.37		4.80		2.50		a b c d
OP-6A	Qwest DSL, Avg Days		6.00				5.00				a b c d
OP-6A	Residence, Avg Days	D	4.17	1.67	2.38	2.00	2.66		3.56	1.50	a b c d
OP-6A	Residence, Avg Days	ND	4.27	1.00	3.40		3.79		5.22		a b c d
OP-6A	UBL - 2-wire, Avg Days		10.67	5.75	36.25	6.00	17.25	6.00	25.25		a b c d
OP-6A	UBL - 4-wire, Avg Days		11.84		14.41		13.94		13.72		a b c d
OP-6A	UBL - ADSL Qualified, Avg Days		3.00		6.71		7.77		3.71		a b c d

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OP-6A	UBL - DS1 Capable, Avg Days		11.84		14.41	14.00	13.94	15.00	13.72	15.50	a b c d
OP-6A	UBL - DS3 Capable, Avg Days		16.50		3.40		54.60		20.60		a b c d
OP-6A	UBL Analog, Avg Days		3.88	4.42	2.51	4.20	3.44	13.56	4.01	3.92	
OP-6A	UBL Analog, Avg Days	D	3.88								a b c d
OP-6A	UBL ISDN Capable, Avg Days		10.67	5.00	36.25	6.00	17.25	5.00	25.25		a b c d
OP-6A	UDIT Above DS1 Level, Avg Days		16.50		3.40		54.60		20.60		a b c d
OP-6A	UDIT DS1, Avg Days		11.84		14.41		13.94		13.72		a b c d
OP-6A	UNE-P, POTS, Avg Days	D	3.88	2.00	2.51		3.44		4.01		a b c d
OP-6A	UNE-P, POTS, Avg Days	ND	5.26		7.98		4.12		6.18		a b c d
OP-6A	UNE-P, Centrex, Avg Days	D	6.00	2.88	10.00	6.73	2.00	6.83	48.67	4.67	
OP-6A	UNE-P, Centrex, Avg Days	ND		1.83		3.00		1.50	37.50	3.00	a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	D	5.75		6.33		5.00		1.43		a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	ND	5.00		1.00	1.00					a b c d
OP-6B	Delayed Days for Facility Reasons										
OP-6B	Basic Rate ISDN, Avg Days	D									a b c d
OP-6B	Basic Rate ISDN, Avg Days				108.00		4.50				a b c d
OP-6B	Business, Avg Days	D	12.35		9.51		10.33		10.76		a b c d
OP-6B	Business, Avg Days	ND	9.00		296.00		8.50				a b c d
OP-6B	Centrex 21, Avg Days	D	9.43		20.67		22.25		8.50		a b c d
OP-6B	Centrex, Avg Days	D	1.00		4.67		13.75		20.00		a b c d
OP-6B	Centrex, Avg Days	ND							18.00		a b c d
OP-6B	DS0, Avg Days		5.00				19.00		6.00		a b c d
OP-6B	DS1, Avg Days		12.28		23.48		21.83		14.89		a b c d
OP-6B	DS3, Avg Days				77.00						a b c d
OP-6B	Frame Relay, Avg Days		29.33		22.33		19.00		74.67		a b c d
OP-6B	Line Sharing, Avg Days	D	9.38		9.97		8.68		9.17		a b c d
OP-6B	Line Sharing, Avg Days	ND	6.71		23.25		7.17		4.93		a b c d
OP-6B	LIS Trunk, Avg Days						19.00				a b c d
OP-6B	PBX, Avg Days	D	1.00				12.00				a b c d
OP-6B	Residence, Avg Days	D	8.66	14.50	10.14	2.50	8.21	2.50	8.62	10.75	a b c d
OP-6B	Residence, Avg Days	ND	6.54		5.07		7.09		4.93		a b c d
OP-6B	UBL - 2-wire, Avg Days				108.00		4.50				a b c d
OP-6B	UBL - 4-wire, Avg Days		12.28		23.48		21.83		14.89		a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-6B	UBL - DS1 Capable, Avg Days		12.28		23.48		21.83		14.89		a b c d
OP-6B	UBL - DS3 Capable, Avg Days				77.00						a b c d
OP-6B	UBL Analog, Avg Days	D	9.38								a b c d
OP-6B	UBL Analog, Avg Days		9.38		9.97		8.68		9.17	2.50	a b c d
OP-6B	UBL ISDN Capable, Avg Days				108.00		4.50	1.00			a b c d
OP-6B	UDIT Above DS1 Level, Avg Days				77.00						a b c d
OP-6B	UDIT DS1, Avg Days		12.28		23.48		21.83		14.89		a b c d
OP-6B	UNE-P, POTS, Avg Days	D	9.38		9.97		8.68	1.00	9.17		a b c d
OP-6B	UNE-P, POTS, Avg Days	ND	6.71		23.25		7.17		4.93		a b c d
OP-6B	UNE-P, Centrex, Avg Days	D	1.00	8.73	4.67	7.76	13.75	10.11	20.00	17.00	c
OP-6B	UNE-P, Centrex, Avg Days	ND		4.00		3.50		5.00	18.00		a b c d
OP-6B	UNE-P, Centrex 21, Avg Days	D	9.43		20.67		22.25		8.50		a b c d
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop										
OP-7	Analog, Hrs:Min			0:02		0:02		0:02		0:02	
OP-7	Other, Hrs:Min										a b c d
OP-8	Number Portability Timeliness										
OP-8B	LNP, %			99.09%		100%		100%		99.85%	
OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%			99.06%		99.71%		99.94%		99.83%	
OP-13	Coordinated Cuts - Unbundled Loop										
OP-13A	Completed on Time, UBL - Analog, %			100%		99.42%		100%		98.28%	
OP-13A	Completed on Time, UBL Other, %			100%		100%		100%		100%	
OP-13B	Started Without CLEC Approval, UBL - Analog, %			0%		0.58%		0%		0%	
OP-13B	Started Without CLEC Approval, UBL Other, %			0%		0%		0%		0%	
OP-15A	Interval for Pending Orders Delayed Past Due Date										
OP-15A	Basic Rate ISDN, Avg Days		103.58		113.11		150.18		142.23		a b c d
OP-15A	Business, Avg Days		78.79		87.74		91.24		109.45		a b c d
OP-15A	Centrex 21, Avg Days		64.90		66.77		73.79		86.82	10.00	a b c d
OP-15A	Centrex, Avg Days		40.25		58.29		85.89		73.40		a b c d
OP-15A	DS0, Avg Days		100.20		81.50	10.00	74.25	3.00	59.91		a b c d
OP-15A	DS1, Avg Days		32.27		36.02		55.05		43.68		a b c d
OP-15A	DS3, Avg Days		35.09		37.63		48.92		50.70		a b c d
OP-15A	Frame Relay, Avg Days		48.36		56.54		46.39		35.43		a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-15A	ISDN Primary, Avg Days		24.11		20.91		30.80		97.60		a b c d
OP-15A	Line Sharing, Avg Days						6.00		13.00		a b c d
OP-15A	LIS Trunk, Avg Days						21.00		41.00		a b c d
OP-15A	PBX, Avg Days		21.73		46.30		97.50		72.29		a b c d
OP-15A	Residence, Avg Days		86.83	124.80	86.02	199.00	89.24	124.42	102.75	200.88	a b d
OP-15A	UBL - 2-wire, Avg Days		103.58	3.00	113.11	23.50	150.18	15.00	142.23	1.00	a b c d
OP-15A	UBL - 4-wire, Avg Days		32.27		36.02		55.05		43.68		a b c d
OP-15A	UBL - DS1 Capable, Avg Days		32.27	4.00	36.02	3.00	55.05	14.75	43.68	6.00	a b c d
OP-15A	UBL - DS3 Capable, Avg Days		35.09	14.00	37.63		48.92		50.70		a b c d
OP-15A	UBL Analog, Avg Days		73.06	4.00	80.68	8.73	91.21	4.43	108.70	14.36	a
OP-15A	UBL ISDN Capable, Avg Days		103.58	2.50	113.11	7.50	150.18	18.00	142.23	24.00	a b c d
OP-15A	UDIT Above DS1 Level, Avg Days		35.09		37.63		48.92		50.70		a b c d
OP-15A	UDIT DS1, Avg Days		32.27		36.02		55.05		43.68		a b c d
OP-15A	UNE-P, POTS, Avg Days		83.62	133.50	86.69	78.00	90.00	92.00	105.17	136.33	a b c d
OP-15A	UNE-P, Centrex, Avg Days		40.25	66.64	58.29	79.05	85.89	33.58	73.40	66.82	
OP-15A	UNE-P, Centrex 21, Avg Days		64.90	7.00	66.77		73.79		86.82		a b c d
OP-15B	Pending Orders Delayed for Facilities Reasons										
OP-15B	Basic Rate ISDN		5		5		5		6		a b c d
OP-15B	Business		83		85		78		50		a b c d
OP-15B	Centrex 21		6		6		5		4	0	a b c d
OP-15B	Centrex		3		1		3		5		a b c d
OP-15B	DS0		0		1	0	0	0	1		a b c d
OP-15B	DS1		36		45		26		35		a b c d
OP-15B	DS3		12		17		14		18		a b c d
OP-15B	Frame Relay		6		6		6		3		a b c d
OP-15B	ISDN Primary		3		4		1		3		a b c d
OP-15B	Line Sharing							0		0	a b c d
OP-15B	LIS Trunk							0		0	a b c d
OP-15B	PBX		1		3		0		0		a b c d
OP-15B	Residence		266	1	249	1	270	3	234	0	a b c d
OP-15B	UBL - 2-wire		5	1	5	0	5	2	6	1	a b c d
OP-15B	UBL - 4-wire		36		45		26		35		a b c d
OP-15B	UBL - DS1 Capable		36	0	45	0	26	1	35	1	a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-15B	UBL - DS3 Capable		12	0	17		14		18		a b c d
OP-15B	UBL Analog		246	0	214	19	181	12	154	32	a b c d
OP-15B	UBL ISDN Capable		5	2	5	1	5	1	6	2	a b c d
OP-15B	UDIT Above DS1 Level		12		17		14		18		a b c d
OP-15B	UDIT DS1		36		45		26		35		a b c d
OP-15B	UNE-P, POTS		349	0	334	1	348	0	284	0	a b c d
OP-15B	UNE-P, Centrex		3	14	1	13	3	13	5	5	a b c d
OP-15B	UNE-P, Centrex 21		6	0	6		5		4		a b c d
OP-17 Timeliness of Disconnects associated with LNP Orders											
OP-17A	LNP, %			100%		100%		100%		100%	
OP-17B	LNP, %			100%		100%		100%		100%	
OPERATOR SERVICES											
OS-1 Speed of Answer - Operator Services											
OS-1	Average Seconds		9.67		8.51		8.51		8.91		a b c d
PRE-ORDER/ORDER											
PO-1 Pre-Order/Order Response Times											
PO-1A-1(a)	Appt. Sched, GUI Req, Avg Sec			0.55		0.57		0.55		0.56	
PO-1A-1(b-c)	Appt. Sched, GUI Resp/Accept, Avg Sec			2.44		2.6		2.24		1.77	
PO-1A-1Total	Appt. Sched, GUI Aggr, Avg Sec			2.99		3.17		2.79		2.33	
PO-1A-2(a)	Service Avail, GUI Req, Avg Sec			0.51		0.52		0.51		0.5	
PO-1A-2(b)	Service Avail, GUI Resp, Avg Sec			5.66		6.11		6.37		6.75	
PO-1A-2Total	Service Avail, GUI Aggr, Avg Sec			6.17		6.63		6.89		7.25	
PO-1A-3(a)	Facility Check, GUI Req, Avg Sec			0.7		0.72		0.7		0.7	
PO-1A-3(b)	Facility Check, GUI Resp, Avg Sec			7.41		7.73		7.63		7.48	
PO-1A-3Total	Facility Check, GUI Aggr, Avg Sec			8.11		8.45		8.33		8.18	
PO-1A-4(a)	Address Validation, GUI Req, Avg Sec			1.3		1.32		1.34		1.31	
PO-1A-4(b)	Address Validation, GUI Resp, Avg Sec			4.64		4.65		4.67		5.1	
PO-1A-4Total	Address Validation, GUI Aggr, Avg Sec			5.94		5.97		6.01		6.41	
PO-1A-5(a)	Get CSR, GUI Req, Avg Sec			0.69		0.74		0.72		0.7	
PO-1A-5(b)	Get CSR, GUI Resp, Avg Sec			6.55		5.79		5.82		5.59	
PO-1A-5Total	Get CSR, GUI Aggr, Avg Sec			7.23		6.53		6.54		6.28	
PO-1A-6(a)	TN Reserv, GUI Req, Avg Sec			0.79		0.82		0.8		0.79	
PO-1A-6(b)	TN Reserv, GUI Resp, Avg Sec			4.45		4.91		4.69		4.5	

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PO-1A-6(c)	TN Reserv, GUI Accept, Avg Sec			0.65		0.74		0.71		0.66	
PO-1A-6Total	TN Reserv, GUI Aggr, Avg Sec			5.89		6.47		6.2		5.94	
PO-1A-7(a)	Loop Qual Tools, GUI Req, Avg Sec			0.95		0.98		0.96		1.05	
PO-1A-7(b)	Loop Qual Tools, GUI Resp, Avg Sec			8.73		8.09		7.9		5.75	
PO-1A-7Total	Loop Qual Tools, GUI Aggr, Avg Sec			9.68		9.07		8.86		6.8	
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec			0.9		0.98		0.91		0.91	
PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec			5.51		6.66		6.09		5.63	
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggr, Avg Sec			6.41		7.64		7		6.54	
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec			0.44		0.44		0.47		0.44	
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec			17.83		18.14		14.1		8.25	
PO-1A-9Total	Connecting Facility Assign, GUI Aggr, Avg Sec			18.28		18.58		14.56		8.69	
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec			0.48		0.48		0.48		0.47	
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec			19.85		19.95		13.51		4.87	
PO-1A-10Total	Meet Point Inquiry, GUI Aggr, Avg Sec			20.34		20.43		14		5.34	
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec			4.77		4.55		3.99		3.55	
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec			6.32		6.09		6.23		6.61	
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec			6.38		5.73		6.75		7.33	
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec			3.11		2.47		2.52		2.88	
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec			3.43		2.01		2.6		2.66	
PO-1B-6	TN Reserv, EDI Req/Resp, Avg Sec			5.41		5.52		5.06		5.18	
PO-1B-7	Loop Qual Tools, EDI Req/Resp, Avg Sec			9.23		8.64		9.67		7.24	
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec			6.31		6.11		5.16		5.74	
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec			18.12		16.97		12.37		8.03	
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec			20.77		20.29		13.09		5.41	
PO-1C-1	Timeout, GUI Total, %			0.05%		0.10%		0.02%		0.04%	
PO-1C-2	Timeout, EDI Total, %			0.07%		0%		0.02%		0.24%	
PO-1D-1	Rejected Query, GUI Total, Avg Sec			1.46		1.57		1.36		1.34	
PO-1D-2	Rejected Query, EDI Total, Avg Sec			2.84		3.15		2.15		1.84	
PO-2	Electronic Flow-through										
PO-2A-1	GUI, LNP, %			70.99%		69.36%		64.45%		65.86%	
PO-2A-1	GUI, Resale Aggr w/o UNE-P-POTS, %			80.98%		87.64%		82.18%		86.99%	
PO-2A-1	GUI, UBL Aggr, %			61.31%		59.71%		69.07%		61.35%	
PO-2A-1	GUI, UNE-P, POTS, %			50.00%		37.68%		57.63%		49.28%	

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-2A-2	EDI, LNP, %			0%		0%		0%		0%	a b c
PO-2A-2	EDI, Resale Aggr w/o UNE-P-POTS, %			46.88%		43.79%		72.98%		67.25%	
PO-2A-2	EDI, UBL Aggr, %			44.31%		24.00%		27.15%		29.65%	
PO-2A-2	EDI, UNE-P, POTS, %			42.11%		61.82%		70.15%		68.29%	
PO-2B-1	All Eligible LSRs, GUI, LNP, %			98.11%		94.65%		97.73%		99.01%	
PO-2B-1	All Eligible LSRs, GUI, POTS Resale, %			96.11%		97.38%		98.11%		98.78%	
PO-2B-1	All Eligible LSRs, GUI, UBL Aggr, %			96.00%		92.74%		97.10%		97.19%	
PO-2B-1	All Eligible LSRs, GUI, UNE-P, POTS, %			90.70%		96.30%		97.14%		97.14%	
PO-2B-2	All Eligible LSRs, EDI, LNP, %			0%						0%	a b c d
PO-2B-2	All Eligible LSRs, EDI, POTS Resale, %			96.77%		94.00%		98.52%		99.28%	
PO-2B-2	All Eligible LSRs, EDI, UBL Aggr, %			97.41%		93.50%		96.23%		93.32%	
PO-2B-2	All Eligible LSRs, EDI, UNE-P, POTS, %			92.75%		94.44%		95.92%		90.32%	
PO-3	LSR Rejection Notice Interval										
PO-3A-1	GUI - Manual Reject, Product Aggr, Hrs:Min			3:13		1:57		5:59		8:25	
PO-3A-2	GUI - Auto-Reject, Product Aggr, Min:Sec			00:04		00:04		00:03		00:03	
PO-3B-1	EDI - Manual Reject, Product Aggr, Hrs:Min			3:19		1:37		2:10		2:09	
PO-3B-2	EDI - Auto-Reject, Product Aggr, Min:Sec			00:06		00:06		00:05		00:05	
PO-3C	Manual and IIS, Product Aggr, Hrs:Min			27:18		5:52		5:24		9:06	
PO-4	LSRs Rejected										
PO-4A-1	GUI - Manual Reject, Product Aggr, %			4.36%		2.25%		2.41%		2.20%	
PO-4A-2	GUI - Auto-Reject, Product Aggr, %			31.30%		32.17%		31.07%		31.56%	
PO-4B-1	EDI - Manual Reject, Product Aggr, %			8.19%		4.46%		4.57%		4.67%	
PO-4B-2	EDI - Auto-Reject, Product Aggr, %			24.11%		24.10%		20.28%		20.79%	
PO-4C	Facsimile, Product Aggr, %			11.90%		14.10%		20.49%		19.59%	
PO-5	Firm Order Confirmations (FOCs) On Time										
PO-5A-1(a)	Fully Electronic, GUI, Resale Aggr, %			100%		99.84%		99.77%		100%	
PO-5A-1(b)	Fully Electronic, GUI, UBL Aggr, %			100%		100%		100%		100%	
PO-5A-1(c)	Fully Electronic, GUI, LNP, %			100%		100%		100%		99.64%	
PO-5A-2(a)	Fully Electronic, EDI, Resale Aggr, %			95.65%		100%		100%		99.86%	
PO-5A-2(b)	Fully Electronic, EDI, UBL Aggr, %			99.31%		99.77%		100%		100%	
PO-5B-1(a)	Elec/Manual, GUI, Resale Aggr, %			99.69%		99.50%		98.64%		97.93%	
PO-5B-1(b)	Elec/Manual, GUI, UBL Aggr, %			98.66%		97.67%		97.93%		97.30%	
PO-5B-1(c)	Elec/Manual, GUI, LNP, %			98.72%		100%		100%		100%	

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-5B-2(a)	Elec/Manual, EDI, Resale Aggr, %			99.52%		99.94%		99.76%		99.79%	
PO-5B-2(b)	Elec/Manual, EDI, UBL Aggr, %			99.82%		99.93%		99.88%		99.83%	
PO-5B-2(c)	Elec/Manual, EDI, LNP, %			100%		100%		100%		100%	a b c
PO-5C-(a)	Manual, Resale Aggr, %			99.64%		98.74%		100%		100%	
PO-5C-(b)	Manual, UBL Aggr, %			100%		100%		100%		100%	
PO-5C-(c)	Manual, LNP, %			100%		100%		100%		100%	d
PO-5D	LIS Trunk, %			87.50%		100%		100%		100%	a c d
PO-6	Work Completion Notification Timeliness										
PO-6A	IMA - GUI, All, Hrs:Min			0:31		0:52		1:44		0:49	
PO-6B	IMA - EDI, All, Hrs:Min			2:01		2:28		3:03		1:08	
PO-7	Billing Completion Notification Timeliness										
PO-7A-C	IMA - GUI, All, %		95.69%	97.18%	97.23%	98.81%	96.59%	98.71%	96.98%	98.76%	
PO-7B-C	IMA - EDI, All, %		95.69%		97.23%		96.59%		96.98%		a b c d
PO-8	Jeopardy Notice Interval										
PO-8A	Non-Designed Services, Avg Days		5.54	2.40	5.26	2.50	5.44	5.00	5.91	4.67	a b c d
PO-8B	UBLs and LNP, Avg Days		5.54	3.91	5.26	2.78	5.44	3.67	5.91	5.11	
PO-8C	LIS Trunk, Avg Days				0.00		16.50		15.67		a b c d
PO-8D	UNE-P, POTS, Avg Days		5.54	2.33	5.26	2.00	5.44	1.00	5.91		a b c d
PO-9	Timely Jeopardy Notices										
PO-9A	Non-Designed Services, %		29.19%	22.22%	33.78%	33.33%	28.33%	50.00%	29.41%	33.33%	a b c d
PO-9B	UBLs and LNP, %		29.19%	0%	33.78%	6.74%	28.33%	19.51%	29.41%	54.55%	
PO-9C	LIS Trunk, %		0%		0%	0%	50.00%				a b c d
PO-9D	UNE-P, POTS, %		29.19%	100%	33.78%		28.33%	100%	29.41%		a b c d
PO-10	LSR Accountability										
PO-10	Product Aggr, %			100%		100%		100%		100%	
PO-15	Number of Due Date Changes per Order										
PO-15	All, Avg Days		0.04	0.04	0.04	0.07	0.02	0.03	0.04	0.04	
PO-16	Timely Release Notifications										
PO-16	Default, %					100%		100%		100%	a b c d
PO-19	Stand-Alone Test Environment (SATE) Accuracy										
PO-19	SATE Accuracy, %			98.95%							b c d
PO-19A	SATE Accuracy, Rel. 10.0, %					100%		98.45%		98.45%	a
PO-19A	SATE Accuracy, Rel. 8.0, %					100%		99.47%		98.94%	a

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-19A	SATE Accuracy, Rel. 9.0, %					99.47%		100%		98.94%	a
PO-19A	SATE Accuracy, Rel. VICKI, %					100%		100%		100%	a
PO-19B	SATE Accuracy, %					99.16%					a c d
PO-20	Manual Service Order Accuracy										
PO-20	POTS Resale, %			90.25%		90.58%		92.78%		96.88%	
PO-20	UBL Aggr, %			96.46%		95.20%		95.16%		94.42%	

Metric Number:

* = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party.

DR: Disaggregation Reporting

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State Level

Notes:

a = Sample size less than or equal to 10 in June 2002

b = Sample size less than or equal to 10 in July 2002

c = Sample size less than or equal to 10 in August 2002

d = Sample size less than or equal to 10 in September 2002

Appendix E

Montana Performance Metrics

The data in this appendix are taken from Qwest November 15 Ex Parte Letter Attach. I (Statewide Average Performance Summary, CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002). This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRIC CATEGORIES

Metric Number	Metric Name
Billing	
BI-1	Time to Provide Recorded Usage Records
BI-2	Invoices Delivered within 10 Days
BI-3	Billing Accuracy - Adjustments for Errors
BI-4	Billing Completeness
BI-5	Billing Accuracy & Claims Processing
Collocation	
CP-1	Collocation Completion Interval
CP-2	Collocations Completed within Scheduled Intervals
CP-3	Collocation Feasibility Study Interval
CP-4	Collocation Feasibility Study Commitments Met
Directory Assistance	
DA-1	Speed of Answer - Directory Assistance
Database Updates	
DB-1	Time to Update Databases
DB-2	Accurate Database Updates
Electronic Gateway Availability	
GA-1	Gateway Availability - IMA-GUI
GA-2	Gateway Availability - IMA-EDI
GA-3	Gateway Availability - EB-TA
GA-4	System Availability - EXACT
GA-6	Gateway Availability - GUI - Repair
GA-7	Timely Outage Resolution Following Software Releases
Maintenance and Repair	
MR-2	Calls Answered within 20 Seconds - Interconnect Repair Ctr
MR-3	Out of Service Cleared within 24 Hours
MR-4	All Troubles Cleared within 48 Hours
MR-5	All Troubles Cleared within 4 Hours
MR-6	Mean Time to Restore
MR-7	Repair Repeat Report Rate
MR-8	Trouble Rate
MR-9	Repair Appointments Met
MR-10	Customer and Non-Qwest Related Trouble Reports
MR-11	LNP Trouble Reports Cleared within 24 Hours

Metric Number	Metric Name
Network Performance	
NI-1	Trunk Blocking
NP-1	NXX Code Activation
Order Accuracy	
OA-1	Order Accuracy, Default %
Ordering and Provisioning	
OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Ctr
OP-3	Installation Commitments Met
OP-4	Installation Interval
OP-5	New Service Installation Quality
OP-6A	Delayed Days for Non-Facility Reasons
OP-6B	Delayed Days for Facility Reasons
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8	Number Portability Timeliness
OP-13	Coordinated Cuts - Unbundled Loop
OP-15A	Interval for Pending Orders Delayed
OP-15B	Number of Pending Orders Delayed for Facility Reasons
OP-17	Timeliness of Disconnects Associated with LNP Orders
Operator Services	
OS-1	Speed of Answer - Operator Services
Pre-Order/Order	
PO-1	Pre-Order/Order Response Times
PO-2	Electronic Flow-through
PO-3	LSR Rejection Notice Interval
PO-4	LSRs Rejected
PO-5	Firm Order Confirmations (FOCs) On Time
PO-6	Work Completion Notification Timeliness
PO-7	Billing Completion Notification Timeliness
PO-8	Jeopardy Notice Interval
PO-9	Timely Jeopardy Notices
PO-10	LSR Accountability
PO-15	Number of Due Date Changes per Order
PO-16	Timely Release Notifications
PO-19	Stand-Alone Test Environment (SATE) Accuracy
PO-20	Manual Service Order Accuracy

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MONTANA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
BILLING											
BI-1	Time to Provide Recorded Usage Records										
BI-1A	UNEs and Resale Aggr, Avg Days		4.75	2.19	5.02	2.59	4.56	2.25	3.65	1.74	
BI-1B	Jointly-provided Switched Access, %			100%		100%		100%		100%	
BI-1C-1	[CAT11], UNEs and Resale Aggr, Avg Days		4.75	2.22	5.02	2.57	4.56	2.24	3.65	1.77	
BI-1C-2	[CAT10], UNEs and Resale Aggr, Avg Days		4.75	1.69	5.02	2.97	4.56	2.49	3.65	1.16	
BI-2	Invoices Delivered within 10 Days										
BI-2	All, %			100%		100%		100%		100%	
BI-3	Billing Accuracy - Adjustments for Errors										
BI-3A	UNEs and Resale Aggr, %		98.78%	99.34%	96.86%	98.98%	99.43%	99.21%	99.18%	99.78%	
BI-3B	Reciprocal Compensation, %			100%		100%		100%		100%	
BI-4	Billing Completeness										
BI-4A	UNEs and Resale Aggr, %		99.33%	99.35%	99.30%	98.97%	99.21%	98.84%	99.04%	99.58%	
BI-4B	Reciprocal Compensation, %			100%		100%		100%		100%	
BI-5	Billing Accuracy & Claims Processing										
BI-5A	Acknowledgment, All, %			91.30%		89.52%		100%		99.70%	
BI-5B	Resolution, All, %			90.18%		74.66%		96.38%		100%	
COLLOCATION											
CP-3	Collocation Feasibility Study Interval										
CP-3	All, Avg Days			10.00							a b c d
CP-4	Collocation Feasibility Study Commitments Met										
CP-4	All, %			100%							a b c d
DIRECTORY ASSISTANCE											
DA-1	Speed of Answer - Directory Assistance										
DA-1	Average Seconds		8.54		8.77		8.36		8.68		a b c d
DATABASE UPDATES											
DB-1	Time to Update Databases										
DB-1A	E911, Hrs:Min			2:35		1:20		0:30		0:35	
DB-1B	LIDB, Avg Sec			1.47		1.32		1.26		1.27	
DB-1C-1	Directory Listing, Avg Sec			0.09		0.11		0.09		0.11	
DB-2	Accurate Database Updates										
DB-2C-1	Directory Listing, %			96.03%		96.11%		96.31%		95.53%	
ELECTRONIC GATEWAY AVAILABILITY											

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MONTANA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
GA-1A	IMA-GUI, All, %			99.93%		100%		98.75%		100%	
GA-1B	IMA-GUI, Fetch-n-Stuff, %			100%		100%		100%		100%	
GA-1C	IMA-GUI, Data Arbiter, %			100%		100%		99.96%		100%	
GA-1D	IMA-GUI, SIA, %			100%		99.55%		100%		99.95%	
GA-2	IMA-EDI, %			99.93%		100%		98.26%		99.80%	
GA-3	EB-TA, %			100%		99.54%		99.31%		99.94%	
GA-4	EXACT, %			99.93%		100%		100%		100%	
GA-6	GUI - Repair, %			100%		99.50%		99.92%		100%	
GA-7	Timely Outage Resolution following Software Releases, %							100%			a b c d
MAINTENANCE AND REPAIR											
MR-2	Calls Answered within Twenty Seconds - Interconnect Repair Center										
MR-2	All, %		78.59%	80.32%	78.57%	78.71%	84.85%	87.02%	86.24%	85.75%	
MR-3	Out of Service Cleared within 24 Hours										
MR-3	Basic Rate ISDN, %	D	100%		100%		100%		100%		a b c d
MR-3	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-3	Business, %	D	85.20%	100%	91.15%	100%	96.22%	100%	93.62%	100%	a b d
MR-3	Business, %	ND	94.67%	100%	96.25%	100%	95.08%	100%	100%		a b c d
MR-3	Centrex 21, %	D	87.18%		85.29%	100%	100%		87.50%		a b c d
MR-3	Centrex 21, %	ND	100%		100%		100%		100%		a b c d
MR-3	Centrex, %	D	100%		100%		100%		100%		a b c d
MR-3	Centrex, %	ND			100%				100%		a b c d
MR-3	Line Sharing, %	D	84.86%		89.73%		95.65%		94.09%		a b c d
MR-3	Line Sharing, %	ND	96.38%		95.59%		97.67%	100%	95.60%		a b c d
MR-3	PBX, %	D	76.92%		94.44%		100%		75.00%		a b c d
MR-3	PBX, %	ND	100%		100%	100%	100%		100%	100%	a b c d
MR-3	Qwest DSL, %		100%		90.00%		100%		100%		a b c d
MR-3	Residence, %	D	84.81%	92.54%	89.52%	96.36%	95.57%	97.18%	94.16%	100%	
MR-3	Residence, %	ND	96.68%	100%	95.48%	100%	98.05%	100%	94.83%	100%	a b c d
MR-3	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-3	UBL - ADSL Qualified, %		100%		90.00%		100%		100%		a b c d
MR-3	UBL Analog, %		86.37%	100%	90.54%	100%	95.93%	100%	94.28%	100%	a b c d
MR-3	UBL ISDN Capable, %		100%	100%	100%	100%	100%	100%	100%	100%	a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-3	UNE-P, POTS, %	D	84.86%	100%	89.73%	95.00%	95.65%	100%	94.09%	100%	
MR-3	UNE-P, POTS, %	ND	96.38%	100%	95.59%	100%	97.67%	100%	95.60%	100%	a b c d
MR-3	UNE-P, Centrex, %	D	100%		100%		100%		100%		a b c d
MR-3	UNE-P, Centrex, %	ND			100%				100%		a b c d
MR-3	UNE-P, Centrex 21, %	D	87.18%		85.29%		100%		87.50%		a b c d
MR-3	UNE-P, Centrex 21, %	ND	100%		100%		100%		100%		a b c d
MR-4	All Troubles Cleared within 48 Hours										
MR-4	Basic Rate ISDN, %	D	100%		100%		100%		100%		a b c d
MR-4	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-4	Business, %	D	93.81%	100%	96.46%	100%	97.62%	100%	98.30%	100%	a b d
MR-4	Business, %	ND	98.72%	100%	100%	100%	99.28%	100%	100%		a b c d
MR-4	Centrex 21, %	D	96.55%		95.56%	100%	98.44%		97.87%		a b c d
MR-4	Centrex 21, %	ND	95.24%		100%	100%	100%		100%		a b c d
MR-4	Centrex, %	D	100%		100%		100%		100%		a b c d
MR-4	Centrex, %	ND	100%		100%				100%		a b c d
MR-4	Line Sharing, %	D	94.98%		94.84%		97.51%		97.15%		a b c d
MR-4	Line Sharing, %	ND	98.88%		99.31%		99.22%	100%	99.09%		a b c d
MR-4	PBX, %	D	94.12%		100%		100%		100%		a b c d
MR-4	PBX, %	ND	100%		100%	100%	100%		100%	100%	a b c d
MR-4	Qwest DSL, %		100%		90.00%		100%		100%		a b c d
MR-4	Residence, %	D	95.14%	98.80%	94.62%	100%	97.50%	100%	97.00%	100%	
MR-4	Residence, %	ND	98.91%	90.91%	99.16%	100%	99.21%	100%	98.91%	100%	
MR-4	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-4	UBL - ADSL Qualified, %		100%		90.00%		100%		100%		a b c d
MR-4	UBL Analog, %		95.70%	100%	95.69%	100%	97.83%	100%	97.50%	100%	a d
MR-4	UBL ISDN Capable, %		100%	100%	100%	100%	100%	100%	100%	100%	a b c d
MR-4	UNE-P, POTS, %	D	94.98%	96.00%	94.84%	97.06%	97.51%	97.06%	97.15%	100%	
MR-4	UNE-P, POTS, %	ND	98.88%	100%	99.31%	100%	99.22%	100%	99.09%	100%	
MR-4	UNE-P, Centrex, %	D	100%		100%		100%		100%		a b c d
MR-4	UNE-P, Centrex, %	ND	100%		100%				100%		a b c d
MR-4	UNE-P, Centrex 21, %	D	96.55%		95.56%		98.44%		97.87%		a b c d
MR-4	UNE-P, Centrex 21, %	ND	95.24%		100%		100%		100%		a b c d
MR-5	All Troubles Cleared within 4 Hours										

Metric Number	Metric Description	DR	June				July				August				September				Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-5	DS0, %		82.86%		78.63%	100%	77.36%	100%	79.69%	50.00%	83.62%	80.87%							a b c d
MR-5	DS1, %		76.30%		78.57%	100%	79.69%	100%	79.69%	100%	83.62%	100%							a b c d
MR-5	DS3, %		100%		100%	100%	100%	100%	100%	0%	100%	100%							a b c d
MR-5	Frame Relay, %		86.96%		79.07%	100%	72.73%	100%	80.00%	0%	100%	100%							a b c d
MR-5	ISDN Primary, %		100%		71.43%	100%	100%	100%	80.00%	100%	100%	100%							a b c d
MR-5	LIS Trunk, %		100%	100%	100%	100%	80.00%	0%	100%	100%	100%	100%							a b c d
MR-5	UBL - 4-wire, %		76.30%		78.57%	100%	79.69%	100%	79.69%	100%	83.62%	100%							a b c d
MR-5	UBL - DS1 Capable, %		76.30%	100%	78.57%	100%	79.69%	66.67%	79.69%	66.67%	83.62%	33.33%							a b d
MR-5	UBL - DS3 Capable, %		100%		100%	100%	100%	100%	100%	100%	100%	100%							a b c d
MR-5	UDIT Above DS1 Level, %		100%		100%	100%	100%	100%	100%	100%	100%	100%							a b c d
MR-5	UDIT DS1, %		76.30%		78.57%	100%	79.69%	100%	79.69%	100%	83.62%	100%							a b c d
MR-6	Mean Time to Restore																		
MR-6	Basic Rate ISDN, Hrs:Min	D	3:26		1:33		2:00		2:03		2:03								a b c d
MR-6	Basic Rate ISDN, Hrs:Min	ND	1:10		0:54		2:05		1:11		3:05								a b c d
MR-6	Business, Hrs:Min	D	16:44	10:55	14:06	7:23	11:22	9:18	10:54	3:05									a b d
MR-6	Business, Hrs:Min	ND	4:57	0:10	4:46	2:06	5:13	2:01	3:47										a b c d
MR-6	Centrex 21, Hrs:Min	D	14:58		12:18	3:56	9:52		10:44										a b c d
MR-6	Centrex 21, Hrs:Min	ND	8:38		6:14	4:55	3:53		4:20										a b c d
MR-6	Centrex, Hrs:Min	D	11:03		7:23		11:43		17:42										a b c d
MR-6	Centrex, Hrs:Min	ND	1:14		5:01				2:42										a b c d
MR-6	DS0, Hrs:Min		2:30		2:45	0:01	3:23		2:40										a b c d
MR-6	DS1, Hrs:Min		4:36		2:29	0:01	2:28	3:21	2:16	1:12									a b c d
MR-6	DS3, Hrs:Min		3:35		0:01		1:12		0:51										a b c d
MR-6	Frame Relay, Hrs:Min		1:24		2:34		2:30		2:16										a b c d
MR-6	ISDN Primary, Hrs:Min		0:14		2:27	1:17	1:11		2:40	1:47									a b c d
MR-6	Line Sharing, Hrs:Min	D	17:10		16:08		13:45		13:48										a b c d
MR-6	Line Sharing, Hrs:Min	ND	6:21		7:13		6:22		6:14										a b c d
MR-6	LIS Trunk, Hrs:Min		1:26	1:16	1:23		2:17		1:24										a b c d
MR-6	PBX, Hrs:Min	D	20:00		12:09		9:06		11:52										a b c d
MR-6	PBX, Hrs:Min	ND	2:31		1:59	2:20	2:47		3:13	2:06									a b c d
MR-6	Qwest DSL, Hrs:Min		5:58		10:54		0:38		4:18										a b c d
MR-6	Residence, Hrs:Min	D	17:14	12:19	16:24	10:33	14:04	10:35	14:12	9:25									
MR-6	Residence, Hrs:Min	ND	6:37	7:25	7:43	2:52	6:34	7:12	6:44	0:38									

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-6	UBL - 2-wire, Hrs:Min		1:46	4:00	1:03	2:30	2:04	3:04	1:27	2:23	a b c d
MR-6	UBL - 4-wire, Hrs:Min		4:36		2:29		2:28		2:16		a b c d
MR-6	UBL - ADSL Qualified, Hrs:Min		5:58		10:54		0:38		4:18		a b c d
MR-6	UBL - DS1 Capable, Hrs:Min		4:36	1:17	2:29	2:45	2:28	3:49	2:16	4:24	a b d
MR-6	UBL - DS3 Capable, Hrs:Min		3:35		0:01		1:12		0:51		a b c d
MR-6	UBL Analog, Hrs:Min		15:10	2:52	14:26	2:17	12:24	3:36	12:26	5:58	a d
MR-6	UBL ISDN Capable, Hrs:Min		1:46	0:32	1:03	3:38	2:04	0:59	1:27	2:44	a b c d
MR-6	UDIT Above DS1 Level, Hrs:Min		3:35		0:01		1:12		0:51		a b c d
MR-6	UDIT DS1, Hrs:Min		4:36		2:29	1:28	2:28		2:16		a b c d
MR-6	UNE-P, POTS, Hrs:Min	D	17:10	14:19	16:08	12:19	13:45	10:44	13:48	6:57	
MR-6	UNE-P, POTS, Hrs:Min	ND	6:21	3:44	7:13	5:10	6:22	2:33	6:14	5:54	
MR-6	UNE-P, Centrex, Hrs:Min	D	11:03		7:23		11:43		17:42		a b c d
MR-6	UNE-P, Centrex, Hrs:Min	ND	1:14		5:01				2:42		a b c d
MR-6	UNE-P, Centrex 21, Hrs:Min	D	14:58		12:18		9:52		10:44		a b c d
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	8:38		6:14		3:53		4:20		a b c d
MR-7	Repair Repeat Report Rate										
MR-7	Basic Rate ISDN, %	D	0%		20.00%		0%		14.29%		a b c d
MR-7	Basic Rate ISDN, %	ND	18.18%		17.65%		0%		20.00%		a b c d
MR-7	Business, %	D	15.26%	14.29%	16.47%	25.00%	11.83%	18.75%	14.01%	25.00%	a b d
MR-7	Business, %	ND	14.10%	0%	8.72%	0%	8.63%	0%	13.51%		a b c d
MR-7	Centrex 21, %	D	20.34%		23.91%	0%	6.25%		14.58%		a b c d
MR-7	Centrex 21, %	ND	19.05%		10.71%	0%	16.67%		14.29%		a b c d
MR-7	Centrex, %	D	16.67%		20.00%		0%		0%		a b c d
MR-7	Centrex, %	ND	0%		0%				0%		a b c d
MR-7	DS0, %		20.71%		29.77%	0%	24.53%		20.00%		a b c d
MR-7	DS1, %		27.41%		29.37%	100%	19.53%	100%	25.00%	33.33%	a b c d
MR-7	DS3, %		0%		0%		0%		0%		a b c d
MR-7	Frame Relay, %		17.39%		32.56%		15.15%		29.73%		a b c d
MR-7	ISDN Primary, %		25.00%		0%	0%	0%		20.00%	0%	a b c d
MR-7	Line Sharing, %	D	100%		33.33%		100%		100%		a b c d
MR-7	Line Sharing, %	ND	16.67%		0%		44.44%	100%	50.00%		a b c d
MR-7	LIS Trunk, %		0%	50.00%	11.11%		20.00%	0%	20.00%	50.00%	a b c d
MR-7	PBX, %	ND	33.33%		0%	50.00%	21.74%		10.53%	0%	a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7	PBX, %	D	35.29%		5.00%		12.50%		11.11%		a b c d
MR-7	Qwest DSL, %		28.57%		10.00%		50.00%		60.00%		a b c d
MR-7	Residence, %	D	15.69%	14.46%	15.92%	8.70%	13.61%	14.46%	14.74%	10.81%	
MR-7	Residence, %	ND	14.89%	0%	14.11%	0%	13.25%	13.33%	15.69%	18.18%	
MR-7	UBL - 2-wire, %		13.33%	0%	18.18%	0%	0%	20.00%	18.18%	20.00%	a b c d
MR-7	UBL - 4-wire, %		27.41%		29.37%		19.53%		25.00%		a b c d
MR-7	UBL - ADSL Qualified, %		28.57%		10.00%		50.00%		60.00%		a b c d
MR-7	UBL - DS1 Capable, %		27.41%	40.00%	29.37%	33.33%	19.53%	33.33%	25.00%	0%	a b d
MR-7	UBL - DS3 Capable, %		0%		0%		0%		0%		a b c d
MR-7	UBL Analog, %		15.48%	0%	15.46%	0%	13.25%	9.09%	14.77%	0%	a d
MR-7	UBL ISDN Capable, %		13.33%	50.00%	18.18%	0%	0%	0%	18.18%	20.00%	a b c d
MR-7	UDIT Above DS1 Level, %		0%		0%		0%		0%		a b c d
MR-7	UDIT DS1, %		27.41%		29.37%	0%	19.53%		25.00%		a b c d
MR-7	UNE-P, POTS, %	D	15.64%	11.54%	15.99%	20.59%	13.41%	25.71%	14.65%	13.33%	
MR-7	UNE-P, POTS, %	ND	14.77%	10.00%	13.19%	17.39%	12.53%	18.18%	15.33%	11.54%	
MR-7	UNE-P, Centrex, %	D	16.67%		20.00%		0%		0%		a b c d
MR-7	UNE-P, Centrex, %	ND	0%		0%				0%		a b c d
MR-7	UNE-P, Centrex 21, %	D	20.34%		23.91%		6.25%		14.58%		a b c d
MR-7	UNE-P, Centrex 21, %	ND	19.05%		10.71%		16.67%		14.29%		a b c d
MR-7*	Basic Rate ISDN, %	D	0%		50.00%		0%				a b c d
MR-7*	Basic Rate ISDN, %	ND	50.00%		20.00%		0%				a b c d
MR-7*	Business, %	D	14.55%	14.29%	16.45%	25.00%	11.67%	23.08%			a b d
MR-7*	Business, %	ND	17.50%	0%	7.69%	0%	10.53%	0%			a b c d
MR-7*	Centrex 21, %	D	21.82%		25.00%	0%	6.00%				a b c d
MR-7*	Centrex 21, %	ND	18.18%		16.67%		7.14%				a b c d
MR-7*	Centrex, %	D	16.67%		20.00%		0%				a b c d
MR-7*	Centrex, %	ND	0%		0%						a b c d
MR-7*	DS0, %		21.05%		37.35%		25.37%				a b c d
MR-7*	DS1, %		21.59%		34.15%		17.72%	100%			a b c d
MR-7*	DS3, %		0%								a b c d
MR-7*	Frame Relay, %		17.86%		31.25%		20.00%				a b c d
MR-7*	ISDN Primary, %				0%		0%				a b c d
MR-7	(Line Sharing, %	D	100%		0%						a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7*	Line Sharing, %	ND	20.00%		0%		33.33%	100%			a b c d
MR-7*	LIS Trunk, %		0%	50.00%	0%		33.33%	0%			a b c d
MR-7*	PBX, %	ND	20.00%		0%	100%	0%				a b c d
MR-7*	PBX, %	D	27.27%		5.88%		20.00%				a b c d
MR-7*	Qwest DSL, %		33.33%		0%		33.33%				a b c d
MR-7*	Residence, %	D	15.31%	14.29%	15.48%	8.82%	13.50%	13.33%			d
MR-7*	Residence, %	ND	16.57%	0%	17.02%	0%	12.68%	12.50%			a b c d
MR-7*	UBL - 2-wire, %		25.00%	0%	28.57%	0%	0%	33.33%			a b c d
MR-7*	UBL - 4-wire, %		21.59%		34.15%		17.72%				a b c d
MR-7*	UBL - ADSL Qualified, %		33.33%		0%		33.33%				a b c d
MR-7*	UBL - DS1 Capable, %		21.59%	50.00%	34.15%	50.00%	17.72%	36.36%			a b d
MR-7*	UBL - DS3 Capable, %		0%								a b c d
MR-7*	UBL Analog, %		15.36%	0%	15.55%	0%	13.21%	11.11%			a c d
MR-7*	UBL ISDN Capable, %		25.00%	100%	28.57%	0%	0%				a b c d
MR-7*	UDIT Above DS1 Level, %		0%								a b c d
MR-7*	UDIT DS1, %		21.59%		34.15%	0%	17.72%				a b c d
MR-7*	UNE-P, POTS, %	D	15.22%	12.00%	15.59%	18.75%	13.29%	27.59%			d
MR-7*	UNE-P, POTS, %	ND	16.75%	0%	15.23%	11.76%	12.32%	16.67%			d
MR-7*	UNE-P, Centrex, %	D	16.67%		20.00%		0%				a b c d
MR-7*	UNE-P, Centrex, %	ND	0%		0%						a b c d
MR-7*	UNE-P, Centrex 21, %	D	21.82%		25.00%		6.00%				a b c d
MR-7*	UNE-P, Centrex 21, %	ND	18.18%		16.67%		7.14%				a b c d
MR-8	Trouble Rate										
MR-8	Basic Rate ISDN, %		0.75%	0%	1.10%	0%	0.91%	0%	1.13%	0%	a b c d
MR-8	Business, %		0.96%	0.50%	0.95%	0.73%	0.84%	1.19%	0.65%	0.26%	
MR-8	Centrex 21, %		0.73%	0%	0.68%	2.99%	0.86%	0%	0.63%	0%	
MR-8	Centrex, %		0.36%		0.30%		0.16%		0.11%		a b c d
MR-8	DS0, %		1.10%	0%	1.00%	1.79%	0.77%	0%	0.87%	0%	
MR-8	DS1, %		1.96%	0%	1.82%	3.45%	1.79%	7.41%	1.65%	8.11%	
MR-8	DS3, %		0.28%		0.56%		0.28%		0.83%		a b c d
MR-8	E911, %		0%	0%	0%	0%	0%	0%	0%	0%	a b c
MR-8	EELs, %							0%		0%	a b c d
MR-8	Frame Relay, %		2.09%		1.97%		1.48%		1.71%		a b c d

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8	ISDN Primary, %		0.02%	0%	0.04%	2.15%	0.04%	0%	0.03%	0.91%	
MR-8	Line Sharing, %		1.66%	0%	1.66%	0%	1.54%	0.36%	1.15%	0%	
MR-8	LIS Trunk, %		0.01%	0.02%	0.03%	0%	0.02%	0.01%	0.02%	0.04%	
MR-8	PBX, %		0.23%	0%	0.26%	0.61%	0.23%	0%	0.23%	0.30%	
MR-8	Qwest DSL, %		1.27%	0%	1.88%	0%	1.95%	0%	0.98%	0%	a b c d
MR-8	Residence, %		1.86%	1.40%	1.87%	1.19%	1.74%	1.27%	1.30%	1.00%	
MR-8	UBL - 2-wire, %		0.75%	0.83%	1.10%	0.61%	0.91%	0.42%	1.13%	0.40%	
MR-8	UBL - 4-wire, %		1.96%		1.82%		1.79%		1.65%		a b c d
MR-8	UBL - ADSL Qualified, %		1.27%	0%	1.88%	0%	1.95%	0%	0.98%	0%	
MR-8	UBL - DS1 Capable, %		1.96%	2.63%	1.82%	2.91%	1.79%	5.56%	1.65%	1.40%	
MR-8	UBL - DS3 Capable, %		0.28%		0.56%		0.28%		0.83%		a b c d
MR-8	UBL Analog, %		1.66%	0.54%	1.66%	1.09%	1.54%	0.65%	1.15%	0.58%	
MR-8	UBL ISDN Capable, %		0.75%	4.08%	1.10%	3.51%	0.91%	3.51%	1.13%	7.94%	
MR-8	UDIT Above DS1 Level, %		0.28%	0%	0.56%	0%	0.28%	0%	0.83%	0%	a b c d
MR-8	UDIT DS1, %		1.96%	0%	1.82%	14.29%	1.79%	0%	1.65%	0%	a b c d
MR-8	UNE-P, POTS, %		1.66%	1.19%	1.66%	1.18%	1.54%	1.13%	1.15%	0.79%	
MR-8	UNE-P, Centrex, %		0.36%		0.30%		0.16%		0.11%		a b c d
MR-8	UNE-P, Centrex 21, %		0.73%	0%	0.68%	0%	0.86%	0%	0.63%	0%	a b c d
MR-8*	Basic Rate ISDN, %		0.40%	0%	0.35%	0%	0.35%	0%			a b c d
MR-8*	Business, %		0.78%	0.45%	0.74%	0.56%	0.66%	0.95%			d
MR-8*	Centrex 21, %		0.60%	0%	0.53%	1.49%	0.59%	0%			d
MR-8*	Centrex, %		0.36%		0.30%		0.10%				a b c d
MR-8*	DS0, %		0.75%	0%	0.63%	0%	0.49%	0%			d
MR-8*	DS1, %		1.28%	0%	1.19%	0%	1.11%	3.70%			d
MR-8*	DS3, %		0.28%		0%		0%				a b c d
MR-8*	E911, %		0%	0%	0%	0%	0%	0%			a b c d
MR-8*	EELs, %							0%			a b c d
MR-8*	Frame Relay, %		1.27%		1.47%		0.90%				a b c d
MR-8*	ISDN Primary, %		0%	0%	0.02%	0%	0.01%	0%			d
MR-8*	Line Sharing, %		1.39%	0%	1.37%	0%	1.28%	0.36%			d
MR-8*	LIS Trunk, %		0%	0.02%	0.02%	0%	0.01%	0.01%			d
MR-8*	PBX, %		0.11%	0%	0.18%	0.31%	0.09%	0%			d
MR-8*	Qwest DSL, %		1.09%	0%	0.94%	0%	0.58%	0%			a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8*	Residence, %		1.56%	1.20%	1.56%	1.09%	1.46%	1.07%			d
MR-8*	UBL - 2-wire, %		0.40%	0.65%	0.35%	0.17%	0.35%	0.25%			d
MR-8*	UBL - 4-wire, %		1.28%		1.19%		1.11%				a b c d
MR-8*	UBL - ADSL Qualified, %		1.09%	0%	0.94%	0%	0.58%	0%			d
MR-8*	UBL - DS1 Capable, %		1.28%	2.11%	1.19%	1.94%	1.11%	5.09%			d
MR-8*	UBL - DS3 Capable, %		0.28%		0%		0%				a b c d
MR-8*	UBL Analog, %		1.39%	0.48%	1.37%	0.66%	1.28%	0.53%			d
MR-8*	UBL ISDN Capable, %		0.40%	2.04%	0.35%	1.75%	0.35%	0%			d
MR-8*	UDIT Above DS1 Level, %		0.28%	0%	0%	0%	0%	0%			a b c d
MR-8*	UDIT DS1, %		1.28%	0%	1.19%	14.29%	1.11%	0%			a b c d
MR-8*	UNE-P, POTS, %		1.39%	0.78%	1.37%	1.01%	1.28%	0.81%			d
MR-8*	UNE-P, Centrex, %		0.36%		0.30%		0.10%				a b c d
MR-8*	UNE-P, Centrex 21, %		0.60%	0%	0.53%	0%	0.59%	0%			a b c d
MR-9	Repair Appointments Met										
MR-9	Basic Rate ISDN, %	ND					100%		100%		a b c d
MR-9	Business, %	D	84.01%	85.71%	87.02%	100%	87.96%	100%	84.59%	100%	a b d
MR-9	Business, %	ND	96.15%	100%	97.09%	100%	97.12%	100%	98.20%		a b c d
MR-9	Centrex 21, %	D	86.44%		76.09%	100%	90.63%		72.92%		a b c d
MR-9	Centrex 21, %	ND	95.24%		100%	100%	96.67%		95.24%		a b c d
MR-9	Centrex, %	D	50.00%		80.00%		66.67%		0%		a b c d
MR-9	Centrex, %	ND	100%		100%				100%		a b c d
MR-9	PBX, %	D	68.75%		50.00%		66.67%		71.43%		a b c d
MR-9	PBX, %	ND	100%		100%		100%		100%		a b c d
MR-9	Residence, %	D	91.06%	95.18%	93.06%	94.20%	95.07%	98.80%	94.19%	97.30%	
MR-9	Residence, %	ND	99.39%	100%	97.97%	100%	98.54%	100%	98.18%	100%	
MR-9	UNE-P, POTS, %	D	90.18%	92.31%	92.34%	91.18%	94.25%	97.14%	93.06%	93.33%	
MR-9	UNE-P, POTS, %	ND	98.88%	96.67%	97.82%	91.30%	98.32%	100%	98.18%	96.15%	
MR-10	Customer and Non-Qwest Related Trouble Reports										
MR-10	Basic Rate ISDN, %		6.25%		31.25%		10.00%		31.25%		a b c d
MR-10	Business, %		31.10%	55.00%	31.88%	13.33%	33.84%	16.67%	34.36%	60.00%	d
MR-10	Centrex 21, %		37.50%		32.11%	0%	32.37%		33.65%		a b c d
MR-10	Centrex, %		41.67%		45.45%		0%		33.33%		a b c d
MR-10	DS0, %		22.22%		25.14%	0%	29.80%		17.27%		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-10	DS1, %		8.78%		19.75%	0%	11.11%	0%	18.31%	0%	a b c d
MR-10	DS3, %		66.67%		0%		0%		25.00%		a b c d
MR-10	Frame Relay, %		14.81%		15.69%		26.67%		15.91%		a b c d
MR-10	ISDN Primary, %		42.86%		0%	0%	0%		50.00%	0%	a b c d
MR-10	LIS Trunk, %		50.00%	33.33%	55.00%		44.44%	0%	28.57%	0%	a b c d
MR-10	PBX, %		37.25%		35.71%	0%	34.04%	100%	30.00%	0%	a b c d
MR-10	Qwest DSL, %		58.82%		52.38%		41.18%		50.00%		a b c d
MR-10	Residence, %		29.73%	24.80%	31.61%	31.71%	31.12%	27.41%	33.05%	30.89%	
MR-10	UBL - 2-wire, %		6.25%	10.00%	31.25%	0%	10.00%	16.67%	31.25%	16.67%	a b c d
MR-10	UBL - 4-wire, %		8.78%		19.75%		11.11%		18.31%		a b c d
MR-10	UBL - ADSL Qualified, %		58.82%		52.38%		41.18%		50.00%		a b c d
MR-10	UBL - DS1 Capable, %		8.78%	28.57%	19.75%	14.29%	11.11%	7.69%	18.31%	0%	a b d
MR-10	UBL - DS3 Capable, %		66.67%		0%		0%		25.00%		a b c d
MR-10	UBL Analog, %		29.91%	0%	31.64%	5.26%	31.47%	15.38%	33.22%	0%	a d
MR-10	UBL ISDN Capable, %		6.25%	33.33%	31.25%	0%	10.00%	0%	31.25%	0%	a b c d
MR-10	UDIT Above DS1 Level, %		66.67%		0%		0%		25.00%		a b c d
MR-10	UDIT DS1, %		8.78%		19.75%	0%	11.11%		18.31%		a b c d
MR-10	UNE-P, POTS, %		29.91%	33.33%	31.64%	33.72%	31.47%	28.75%	33.22%	25.45%	
MR-10	UNE-P, Centrex, %		41.67%		45.45%		0%		33.33%		a b c d
MR-10	UNE-P, Centrex 21, %		37.50%		32.11%		32.37%		33.65%		a b c d
MR-11	LNP Trouble Reports Cleared										
MR-11A	within 4 Hours, %		52.92%		45.59%		52.75%		57.55%		a b c d
MR-11B	within 48 Hours, %		98.88%		99.31%		99.22%		99.09%		a b c d
NETWORK PERFORMANCE											
NI-1	Trunk Blocking										
NI-1A	to Qwest Tandem Offices, LIS Trunk, %		0%	0%	0%	0%	0.01%	0%	0.01%	0.06%	
NI-1B	to Qwest End Offices, LIS Trunk, %		0%	0%	0.04%	0%	0%	0%	0%	0%	
NI-1C	to Qwest Tandem Offices, LIS Trunk, %		0%	0%	0%	0%	0.01%	0%	0.01%	2.66%	
NI-1D	to Qwest End Offices, LIS Trunk, %		0%	0.40%	0.04%	0.18%	0%	0.06%	0%	0.11%	
ORDER ACCURACY											
OA-1	Order Accuracy, % (OP-5++)					99.06%		99.64%		100%	a
ORDERING AND PROVISIONING											
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center										

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Metric Number	Metric Description	DR	June	July	August	September	Notes				
OP-3	Installation Commitments Met										
OP-3	Basic Rate ISDN, %	D	100%				100%	a b c d			
OP-3	Basic Rate ISDN, %	ND	100%					a b c d			
OP-3	Basic Rate ISDN, %		85.71%	77.78%	100%	90.00%		a b c d			
OP-3	Business, %	D	91.49%	100%	91.65%	87.50%	90.02%	100%	91.39%	80.00%	a b c d
OP-3	Business, %	ND	99.27%	100%	99.27%	100%	94.81%	100%	99.08%	100%	d
OP-3	Centrex 21, %	D	90.48%		89.74%		91.30%		76.47%		a b c d
OP-3	Centrex 21, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	a b c d
OP-3	Centrex, %	D	100%		83.33%		75.00%				a b c d
OP-3	DS0, %	D	100%	0%	100%						a b c d
OP-3	DS0, %	ND	100%			100%					a b c d
OP-3	DS0, %		83.33%	71.43%	100%	25.00%		85.71%			a b c d
OP-3	DS1, %		78.10%	74.58%	100%	62.79%		78.03%			a b c d
OP-3	DS3, %		81.82%	57.14%		70.59%		66.67%			a b c d
OP-3	E911, %				0%						a b c d
OP-3	EELs, %					100%					a b c d
OP-3	Frame Relay, %		68.18%	80.00%	70.83%		86.67%				a b c d
OP-3	ISDN Primary, %	D									a b c d
OP-3	ISDN Primary, %	ND	100%			100%					a b c d
OP-3	ISDN Primary, %		98.48%	97.33%	92.44%	57.14%					a b c d
OP-3	Line Sharing, %	D	92.18%	90.74%	90.86%	91.43%					a b c d
OP-3	Line Sharing, %	ND	99.58%	100%	99.30%	100%	99.43%	100%	99.46%	100%	
OP-3	LIS Trunk, %		50.00%	100%	80.00%	83.33%	100%	100%	100%		a b c d
OP-3	PBX, %	D	75.00%	100%				100%			a b c d
OP-3	PBX, %	ND	100%	100%	100%						a b c d
OP-3	PBX, %		50.00%	66.67%	100%	80.00%	22.22%				a b c d
OP-3	Qwest DSL, %	D	92.31%	91.67%	64.29%	73.33%					a b c d
OP-3	Qwest DSL, %	ND	98.25%	99.27%	98.61%	97.23%					a b c d
OP-3	Qwest DSL, %		100%	100%	0%						a b c d
OP-3	Residence, %	D	92.37%	94.44%	90.50%	95.00%	91.05%	96.08%	91.44%	95.16%	
OP-3	Residence, %	ND	99.58%	99.89%	99.30%	100%	99.54%	100%	99.46%	99.56%	
OP-3	UBL - 2-wire, %		88.24%	100%	77.78%	100%	100%	100%	90.32%	96.88%	

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-3	UBL - 4-wire, %		78.10%		74.58%		62.79%		78.03%		a b c d
OP-3	UBL - ADSL Qualified, %		92.31%		92.00%		64.29%		73.33%		a b c d
OP-3	UBL - DS1 Capable, %		78.10%	77.27%	74.58%	84.62%	62.79%	100%	78.03%	66.67%	d
OP-3	UBL - DS3 Capable, %		81.82%		57.14%		70.59%		66.67%		a b c d
OP-3	UBL Analog, %	D	92.18%								a b c d
OP-3	UBL Analog, %		92.18%	100%	90.74%	93.75%	90.86%	100%	91.43%	100%	
OP-3	UBL Conditioned, %			100%		88.89%		100%		100%	a b c d
OP-3	UBL ISDN Capable, %		88.24%	100%	77.78%	100%	100%	100%	90.32%	100%	a b c d
OP-3	UDIT Above DS1 Level, %		81.82%		57.14%		70.59%		66.67%		a b c d
OP-3	UDIT DS1, %		78.10%		74.58%	50.00%	62.79%		78.03%		a b c d
OP-3	UNE-P, POTS, %	D	92.18%	93.18%	90.74%	95.45%	90.86%	100%	91.43%	84.62%	
OP-3	UNE-P, POTS, %	ND	99.58%	100%	99.30%	100%	99.43%	100%	99.46%	100%	
OP-3	UNE-P, Centrex, %	D	100%		83.33%		75.00%				a b c d
OP-3	UNE-P, Centrex 21, %	D	90.48%		89.74%		91.30%		76.47%		a b c d
OP-3	UNE-P, Centrex 21, %	ND	100%		100%		100%		100%		a b c d
OP-4	Installation Interval										
OP-4	Basic Rate ISDN, Avg Days	D	1.00						4.00		a b c d
OP-4	Basic Rate ISDN, Avg Days	ND	6.50								a b c d
OP-4	Basic Rate ISDN, Avg Days		9.29		17.11		10.18		13.18		a b c d
OP-4	Business, Avg Days	D	6.50	3.50	6.12	5.75	6.76	2.83	7.08	5.20	a b c d
OP-4	Business, Avg Days	ND	3.62	2.20	3.03	2.11	3.79	1.86	3.75	1.80	d
OP-4	Centrex 21, Avg Days	ND	2.64	5.00	2.64	5.00	3.71	2.00	3.30		a b c d
OP-4	Centrex 21, Avg Days	D	6.43		5.05		9.30		7.59		a b c d
OP-4	Centrex, Avg Days	D	9.00		6.50		2.75				a b c d
OP-4	DS0, Avg Days	D	4.50	46.00	4.50						a b c d
OP-4	DS0, Avg Days	ND	0.00				0.00				a b c d
OP-4	DS0, Avg Days		8.43		7.09	6.00	31.27		14.00		a b c d
OP-4	DS1, Avg Days		15.07		16.39	2.00	24.58		14.01		a b c d
OP-4	DS3, Avg Days		10.00		22.82		19.36		16.25		a b c d
OP-4	E911, Avg Days						69.00			172.00	a b c d
OP-4	ISDN Primary, Avg Days	ND	7.50				4.00				a b c d
OP-4	ISDN Primary, Avg Days		7.39		9.73	12.00	12.95		10.64		a b c d
OP-4	Line Sharing, Avg Days	D	6.20		6.03		6.28		6.76		a b c d

Metric Number	Metric Description	DR	June				July				August				September				Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	Line Sharing, Avg Days	ND	3.52	2.00	3.66	3.00	3.54	2.60	3.82	3.00	3.82	2.60	3.82	3.00	3.00	16.00	3.00	a b c d	
OP-4	LIS Trunk, Avg Days		24.50	14.60	20.47		19.10	21.60	15.33	16.00		15.33	16.00		7.00			a b c d	
OP-4	PBX, Avg Days	D	9.20		5.43													a b c d	
OP-4	PBX, Avg Days	ND	3.00				2.00											a b c d	
OP-4	PBX, Avg Days		21.17		16.91	8.25	18.33		15.76									a b c d	
OP-4	Qwest DSL, Avg Days	D	11.31		7.36		8.00		6.60									a b c d	
OP-4	Qwest DSL, Avg Days	ND	9.73		4.92		4.97		5.10									a b c d	
OP-4	Qwest DSL, Avg Days		2.00		3.00													a b c d	
OP-4	Residence, Avg Days	D	6.11	3.74	6.01	3.95	6.16	3.76	6.68	5.24								a b c d	
OP-4	Residence, Avg Days	ND	3.51	2.96	3.68	2.98	3.53	2.99	3.82	2.93									
OP-4	UBL - 2-wire, Avg Days		8.47	4.14	17.11	4.43	10.18	4.27	12.86	4.38									
OP-4	UBL - 4-wire, Avg Days		15.07		16.39		24.58		14.01									a b c d	
OP-4	UBL - ADSL Qualified, Avg Days		11.31		7.19		8.00		6.60									a b c d	
OP-4	UBL - DSL Capable, Avg Days		15.07	9.60	16.39	9.36	24.58	8.36	14.01	8.00								d	
OP-4	UBL - DSL Capable, Avg Days		10.00		22.82		19.36		16.25									a b c d	
OP-4	UBL Analog, Avg Days	D	6.20															a b c d	
OP-4	UBL Analog, Avg Days		5.00	6.03	5.86	6.28	4.71	6.76	5.00									b d	
OP-4	UBL Conditioned, Avg Days		7.56		8.00		7.57		5.25									a b c d	
OP-4	UBL ISDN Capable, Avg Days		8.47	4.50	17.11	4.38	10.18	5.00	12.86	4.86								a b c d	
OP-4	UDIT Above DSL Level, Avg Days		10.00		22.82		19.36		16.25									a b c d	
OP-4	UDIT DSL, Avg Days		15.07		16.39	10.00	24.58		14.01									a b c d	
OP-4	UNE-P, POTS, Avg Days	D	6.20	5.64	6.03	5.73	6.28	4.07	6.76	6.38									
OP-4	UNE-P, POTS, Avg Days	ND	3.52	2.89	3.66	2.58	3.54	2.88	3.82	2.88									
OP-4	UNE-P, Centrex, Avg Days	D	9.00		6.50		2.75											a b c d	
OP-4	UNE-P, Centrex 21, Avg Days	D	6.43		5.05		9.30		7.59									a b c d	
OP-4	UNE-P, Centrex 21, Avg Days	ND	2.64		2.64		3.71		3.30									a b c d	
OP-5 New Service Installation Quality																			
OP-5	Basic Rate ISDN, %		93.75%		64.29%		81.82%		95.45%									a b c d	
OP-5	Business, %		82.97%	88.57%	84.77%	87.10%	87.91%	100%	89.21%	100%									
OP-5	Centrex 21, %		66.67%	100%	70.45%	100%	71.64%	100%	85.71%	100%								a b c d	
OP-5	Centrex, %		100%		87.50%		100%		100%									a b c d	
OP-5	DS0, %		54.55%	100%	75.00%	100%	69.23%	100%	73.33%									a b c d	
OP-5	DS1, %		95.60%	100%	91.72%	100%	93.81%	100%	92.86%									a b c d	

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5	DS3, %		100%		100%		100%		95.65%		a b c d
OP-5	E911, %						100%		100%	100%	a b c d
OP-5	EELs, %							100%		100%	a b c d
OP-5	Frame Relay, %		86.36%		96.77%		96.88%		86.96%		a b c d
OP-5	ISDN Primary, %		98.61%	100%	100%	100%	96.62%	100%	100%		a b c d
OP-5	Line Sharing, %		87.82%	100%	88.00%	100%	89.83%	100%	91.24%	100%	
OP-5	LIS Trunk, %		100%	100%	100%	100%	100%	100%	100%	60.00%	a b c d
OP-5	PBX, %		93.75%		94.12%	100%	100%	100%	94.74%		a b c d
OP-5	Qwest DSL, %		100%		100%		100%		100%		a b c d
OP-5	Residence, %		88.33%	97.19%	88.32%	98.40%	89.99%	98.17%	91.40%	97.41%	
OP-5	UBL - 2-wire, %		93.75%	100%	64.29%	98.81%	81.82%	97.40%	95.45%	98.48%	
OP-5	UBL - 4-wire, %		95.60%		91.72%		93.81%		92.86%		a b c d
OP-5	UBL - ADSL Qualified, %		100%	100%	100%		100%		100%		a b c d
OP-5	UBL - DS1 Capable, %		95.60%	98.73%	91.72%	91.30%	93.81%	100%	92.86%	100%	d
OP-5	UBL - DS3 Capable, %		100%		100%		100%		95.65%		a b c d
OP-5	UBL Analog, %		63.18%	97.44%	62.80%	97.73%	66.42%	98.33%	70.46%	98.61%	
OP-5	UBL ISDN Capable, %		93.75%	85.71%	64.29%	88.89%	81.82%	100%	95.45%	40.00%	a b c d
OP-5	UDIT Above DS1 Level, %		100%	100%	100%		100%		95.65%		a b c d
OP-5	UDIT DS1, %		95.60%		91.72%	100%	93.81%	100%	92.86%		a b c d
OP-5	UNE-P, POTS, %		87.82%	96.08%	88.00%	91.16%	89.83%	89.73%	91.24%	92.75%	
OP-5	UNE-P, Centrex, %		100%		87.50%		100%		100%		a b c d
OP-5	UNE-P, Centrex 21, %		66.67%	100%	70.45%		71.64%		85.71%		a b c d
OP-5*	Basic Rate ISDN, %		100%		85.71%		90.91%				a b c d
OP-5*	Business, %		84.86%	91.43%	89.30%	90.32%	90.56%	100%			d
OP-5*	Centrex 21, %		69.23%	100%	75.00%	100%	76.12%	100%			a b c d
OP-5*	Centrex, %		100%		87.50%		100%				a b c d
OP-5*	DS0, %		63.64%	100%	83.33%	100%	69.23%	100%			a b c d
OP-5*	DS1, %		97.48%	100%	94.48%	100%	94.69%	100%			a b c d
OP-5*	DS3, %		100%		100%		100%				a b c d
OP-5*	E911, %						100%				a b c d
OP-5*	EELs, %							100%			a b c d
OP-5*	Frame Relay, %		95.45%		100%		100%				a b c d
OP-5*	ISDN Primary, %		100%	100%	100%	100%	99.32%	100%			a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5*	Line Sharing, %		89.66%	100%	90.30%	100%	91.71%	100%			d
OP-5*	LIS Trunk, %		100%	100%	100%	100%	100%	100%			a b c d
OP-5*	PBX, %		93.75%		94.12%	100%	100%	100%			a b c d
OP-5*	Qwest DSL, %		100%		100%		100%				a b c d
OP-5*	Residence, %		90.17%	97.73%	90.39%	98.67%	91.81%	98.49%			d
OP-5*	UBL - 2-wire, %		100%	100%	85.71%	100%	90.91%	98.70%			d
OP-5*	UBL - 4-wire, %		97.48%		94.48%		94.69%				a b c d
OP-5*	UBL - ADSL Qualified, %		100%	100%	100%		100%				a b c d
OP-5*	UBL - DS1 Capable, %		97.48%	100%	94.48%	95.65%	94.69%	100%			d
OP-5*	UBL - DS3 Capable, %		100%		100%		100%				a b c d
OP-5*	UBL Analog, %		68.75%	98.72%	69.91%	97.73%	72.64%	98.33%			d
OP-5*	UBL ISDN Capable, %		100%	100%	85.71%	88.89%	90.91%	100%			a b c d
OP-5*	UDIT Above DS1 Level, %		100%	100%	100%		100%				a b c d
OP-5*	UDIT DS1, %		97.48%		94.48%	100%	94.69%	100%			a b c d
OP-5*	UNE-P, POTS, %		89.66%	97.59%	90.30%	91.16%	91.71%	92.47%			d
OP-5*	UNE-P, Centrex, %		100%		87.50%		100%				a b c d
OP-5*	UNE-P, Centrex 21, %		69.23%	100%	75.00%		76.12%				a b c d
OP-6A	Delayed Days for Non-Facility Reasons										
OP-6A	Basic Rate ISDN, Avg Days	D									a b c d
OP-6A	Basic Rate ISDN, Avg Days		6.50		35.00				24.00		a b c d
OP-6A	Business, Avg Days	D	4.86		4.76		8.88		4.84		a b c d
OP-6A	Business, Avg Days	ND	4.00		1.00		12.00		5.00		a b c d
OP-6A	Centrex 21, Avg Days	D	1.50		3.33		7.00		8.00		a b c d
OP-6A	Centrex, Avg Days	D					3.00				a b c d
OP-6A	DS0, Avg Days		8.50		6.00		31.63		60.50		a b c d
OP-6A	DS1, Avg Days		13.83		12.11		18.72		14.36		a b c d
OP-6A	DS3, Avg Days		3.00		14.13		18.14		34.00		a b c d
OP-6A	E911, Avg Days						52.00				a b c d
OP-6A	Frame Relay, Avg Days		25.25		7.33		16.38		12.33		a b c d
OP-6A	ISDN Primary, Avg Days	ND	73.13								a b c d
OP-6A	ISDN Primary, Avg Days		16.00		23.46		35.65		3.00		a b c d
OP-6A	Line Sharing, Avg Days	D	3.56		5.68		5.55		5.03		a b c d
OP-6A	Line Sharing, Avg Days	ND	3.67		11.45		6.88		4.79		a b c d